

Keyboard Shortcuts

General

Save	Ctrl + S
Preview and Print	Ctrl + P
Undo	Ctrl + Z
Cut	Ctrl + X
Copy	Ctrl + C
Paste	Ctrl + V
Check Spelling	F7
Check for Mail	F9
Save Close & Send	Alt+S
Reply	Ctrl+R
Reply to All	Alt+L
Address Book	Ctrl+Shift+B
Help	F1
New Item	Ctrl+N
Search	Ctrl+E

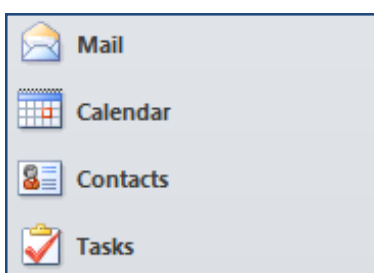
Navigation Pane

Mail: Contains mail-related folders like your Inbox, Sent Items, and Search Folders. Use the Favourites section at the top of the pane for easy access to frequently-used folders.

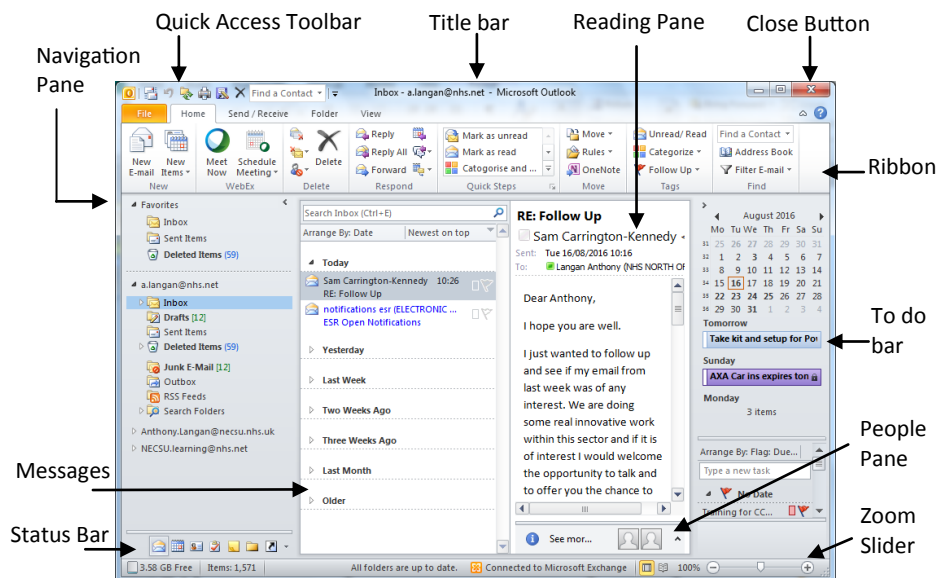
Calendar: Enables you to view and schedule appointments, event, and meetings. View shared calendars and compare calendars by viewing them side-by-side.

Contacts: Store and keep track of addresses, phone numbers, and e-mail addresses.

Tasks: Organize to-do lists, track task progress, and delegate tasks.



Outlook 2010 Screen







The Essentials

The **File** tab menu and Backstage view contain commands for working with a program's files, such as Save As, Save Attachments, Close, New, and Print.

To Check for New Messages: Click the Send/Receive All Folders button or press F9.

To Preview and Print a Message: Click the File tab and select Print, or press **Ctrl + P**.

Message Indicators:

-  Message has not been read.
-  Message has been read.
-  File is attached to the message.
-  Message has high or low importance.

To Minimize the Ribbon: Click the Minimize Ribbon button on the Ribbon. Or, press **Ctrl + F1**. Or, rightclick a tab and select Minimize Ribbon from the contextual menu.

To Change Account Settings: Click the File tab and select Info. Click the Account Settings button.

To Change Program Settings: Click the File tab and select Options.

Mail: Basics

To Create a New Message:

1. Click Home > New E-mail, or press **Ctrl + N**.
2. Enter the e-mail address(es) in the To: box, or click the To button to use the Address Book.
3. Click the Cc: or Bcc: buttons if required.
4. Enter the subject in the Subject box.
5. Enter the text of your message.
6. Click **Send**.

To Reply to a Message: Select/open the message, click the Reply button, type your reply, and click the **Send** button.

To Forward a Message: Select/open the message, click **Forward**, enter the e-mail address(es) in the To field, enter comments in the Body area, and click **Send**.

To Delete a Message: Select the message and press the **Delete** key. This sends the message to the recycle bin. Press **Shift+Delete** to permanently delete the message.

To Open a Message: Click a message to view it in the Reading Pane or double click the message to open it.

Mail: Advanced Tasks

To Attach a File to a Message: In the Message window Click Message > Attach Item.

To Preview an Attachment: Click the attachment in the message preview in the Reading Pane.

To Open an Attachment: Double-click the attachment in the Reading Pane. The file opens in its default program.

To Flag a Message as a To-Do Item: Right-click the message, select Follow Up from the contextual menu, and select a flag. Or, click the flag icon on the message. Or, select the message, click the Follow Up button on the Standard toolbar and select a flag.

To Categorize a Message by Colour: Click the Quick Click icon on the message. Or, right-click the message, select **Categorize** from the contextual menu, and select a colour category. Or, select the message, click Home > Categorize and select a flag.

To Recall a Message: Open the Sent Items folder. Double-click the message, click Message > Actions and select **Recall This Message**. Choose to delete the message or replace the message with a new one in the dialog box and click **OK**. You can only recall a message if you are using MS Exchange Server and the recipient has not opened it.

To Resend a Message: Open the Sent Items folder. Double-click the message, click Message > Actions and select Resend This Message. Edit the message and recipients as necessary and click Send.

To Create a Contact Group: Click New Items > More Items > **Contact Group**. Click **Add Members**, select a name in the list, click **Members**, and repeat for each name to be added. Click **OK**, then click **Save & Close**.

To Create a Signature: In the message window, click Message > **Signature**, select Signatures, and create the new signature.

To Change a Message's Options: In the message window, click Options > **More Options dialog box Launcher**. Here you can specify: importance/sensitivity; voting buttons options; where replies should be sent to; read receipt option; and if you want to delay its delivery.

To Move a Message to a Different Folder: Select the item, Home > **Move** and select the destination folder. Or, click and drag the item to a different folder in the Navigation Pane.

To Turn On the Out of Office Assistant: Click File > Info and click the **Automatic Replies button**.

To Save a Message as a Draft: Click **Save** on the Quick Access Toolbar in the message window, or Ctrl+S. The message appears in the Drafts folder.

To Create a New Rule: Click Home > Rules and select **Create Rule**.

To Manage Rules: Click Home > Rules and select **Manage Rules and Alerts**.

Calendar

To Open: Click the Calendar button in the Navigation Pane.

To Change Views: Click Home > **Day / Week / Work Week / Month**, or click the View tab and select an option there.

To Schedule an Appointment: Click Home > **New Appointment** or press Ctrl + N.

To Schedule a Recurring Appointment: Click Home > New > New Items > **Recurring Appointment**.

To Schedule a Meeting: Click Home > New > **New Meeting**. Add recipients and meeting details and click **Send**.

To Reschedule an Item: Click and drag the item to a new date and/or time on the Calendar. Or, double-click the item to open it, make your changes, and click Actions > **Save & Close**.

Contacts

To Open Contacts: Click the Contacts button in the Navigation Pane.

To Change Views: Home > Current View > **Click a view option**, or click the View tab and select an option there.

To Create a New Contact: Home > New > **New Contact** or press Ctrl + N.

To Create a New Contact Group: Home > New > **New Contact Group**. Click Members > Add Members, select a name in the list, click the Members button and repeat for each name to be added. Click OK, then click Contact Group > Actions > **Save & Close**.

To Edit a Contact: Double-click the contact and make your changes.